



TORQ Analysis of Administrative Services Managers to Billing, Cost, and Rate Clerks

INPUT SECTION:

| Transfer | Title | O* NET | Filters | | |
|--------------------|----------------------------------|------------|------------|----------------------|-----------|
| From Title: | Administrative Services Managers | 11-3011.00 | Abilities: | Importance Level: 50 | Weight: 1 |
| To Title: | Billing, Cost, and Rate Clerks | 43-3021.02 | Skills: | Importance Level: 69 | Weight: 1 |
| Labor Market Area: | Maine Statewide | | Knowledge: | Importance Level: 69 | Weight: 1 |

OUTPUT SECTION:

Grand TORQ:

93

| Ability TORQ | | | | Skills TORQ | | | | Knowledge TORQ | | | |
|----------------------------|-------|-----|------|-----------------------|-------|-----|------|------------------|-------|-----|------|
| Level | | | 95 | Level | | | 92 | Level | | | 90 |
| Gaps To Narrow if Possible | | | | Upgrade These Skills | | | | Knowledge to Add | | | |
| Ability | Level | Gap | Impt | Skill | Level | Gap | Impt | Knowledge | Level | Gap | Impt |
| Mathematical Reasoning | 41 | 7 | 56 | Reading Comprehension | 67 | 2 | 73 | Clerical | 74 | 4 | 81 |
| Information Ordering | 48 | 2 | 59 | Active Listening | 68 | 1 | 83 | English Language | 51 | 1 | 70 |
| Category Flexibility | 44 | 2 | 56 | | | | | | | | |
| Number Facility | 44 | 2 | 53 | | | | | | | | |
| Selective Attention | 35 | 1 | 50 | | | | | | | | |

LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Administrative Services Managers and Billing, Cost, and Rate Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

| Description | Administrative Services Managers | Billing, Cost, and Rate Clerks | Importance |
|-----------------------|----------------------------------|--------------------------------|------------|
| Oral Comprehension | 53 | 51 | 68 |
| Oral Expression | 60 | 50 | 68 |
| Speech Recognition | 51 | 48 | 65 |
| Speech Clarity | 46 | 44 | 65 |
| Problem Sensitivity | 51 | 44 | 62 |
| Deductive Reasoning | 48 | 42 | 62 |
| Written Comprehension | 53 | 48 | 59 |



| | | | |
|------------------------|----|----|----|
| Inductive Reasoning | 46 | 41 | 59 |
| Information Ordering | 46 | 48 | 59 |
| Near Vision | 62 | 55 | 59 |
| Category Flexibility | 42 | 44 | 56 |
| Mathematical Reasoning | 34 | 41 | 56 |
| Number Facility | 42 | 44 | 53 |
| Written Expression | 59 | 42 | 50 |
| Selective Attention | 34 | 35 | 50 |

Skill Level Comparison - Abilities with importance scores over 69

| Description | Administrative Services Managers | Billing, Cost, and Rate Clerks | Importance |
|-----------------------|----------------------------------|--------------------------------|------------|
| Active Listening | 67 | 68 | 83 |
| Speaking | 68 | 60 | 77 |
| Mathematics | 58 | 48 | 74 |
| Reading Comprehension | 65 | 67 | 73 |
| Writing | 67 | 63 | 73 |
| Time Management | 60 | 53 | 70 |

Knowledge Level Comparison - Knowledge with importance scores over 69

| Description | Administrative Services Managers | Billing, Cost, and Rate Clerks | Importance |
|------------------|----------------------------------|--------------------------------|------------|
| Clerical | 70 | 74 | 81 |
| English Language | 50 | 51 | 70 |

Experience & Education Comparison

| Related Work Experience Comparison | | | Required Education Level Comparison | | |
|------------------------------------|----------------------------------|--------------------------------|-------------------------------------|----------------------------------|--------------------------------|
| Description | Administrative Services Managers | Billing, Cost, and Rate Clerks | Description | Administrative Services Managers | Billing, Cost, and Rate Clerks |
| 10+ years | 1% | 0% | Doctoral | 0% | 0% |
| 8-10 years | 0% | 0% | Professional Degree | 0% | 0% |
| 6-8 years | 0% | 0% | Post-Masters Cert | 0% | 0% |
| 4-6 years | 35% | 11% | Master's Degree | 0% | 0% |
| 2-4 years | 6% | 14% | Post-Bachelor Cert | 9% | 0% |
| 1-2 years | 8% | 35% | Bachelors | 16% | 18% |
| 6-12 months | 13% | 15% | AA or Equiv | 10% | 24% |
| 3-6 months | 31% | 8% | Some College | 3% | 4% |
| 1-3 months | 0% | 0% | Post-Secondary Certificate | 36% | 15% |
| 0-1 month | 0% | 0% | High School Diploma or GED | 22% | 35% |
| | | | No HSD or GED | 1% | 1% |



None

0%

13%

Administrative Services Managers

Billing, Cost, and Rate Clerks

Most Common Educational/Training Requirement:

Bachelor's or higher degree, plus work experience

Moderate-term on-the-job training

Job Zone Comparison

4 - Job Zone Four: Considerable Preparation Needed

A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.

Most of these occupations require a four - year bachelor's degree, but some do not.

Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

3 - Job Zone Three: Medium Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

Tasks

Administrative Services Managers

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Specific Tasks

Occupation Specific Tasks:

- Acquire, distribute and store supplies.
- Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- Conduct classes to teach procedures to staff.
- Direct or coordinate the supportive

Billing, Cost, and Rate Clerks

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

Specific Tasks

Occupation Specific Tasks:

- Answer mail and telephone inquiries regarding rates, routing, and procedures.
- Compile reports of cost factors, such as labor, production, storage, and equipment.
- Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing documents.
- Consult sources such as rate books, manuals, and insurance company representatives in order to determine



services department of a business, agency, or organization.

- Dispose of, or oversee the disposal of, surplus or unclaimed property.
- Hire and terminate clerical and administrative personnel.
- Manage leasing of facility space.
- Monitor the facility to ensure that it remains safe, secure, and well-maintained.
- Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems.
- Participate in architectural and engineering planning and design, including space and installation management.
- Plan, administer and control budgets for contracts, equipment and supplies.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Set goals and deadlines for the department.

Detailed Tasks

Detailed Work Activities:

- adhere to safety procedures
- analyze operational or management reports or records
- analyze organizational operating practices or procedures
- analyze technical data, designs, or preliminary specifications
- assign work to staff or employees
- conduct or attend staff meetings
- consult with managerial or supervisory personnel
- delegate appropriate administrative support activities
- design systems in cooperation with colleagues
- determine policies related to administration, standards, or facility maintenance
- develop maintenance schedules
- direct and coordinate activities of workers or staff
- document provision of administrative services
- evaluate office operations
- hire, discharge, transfer, or promote workers
- inspect property for construction, condition, or design

specific charges and information such as rules, regulations, and government tax and tariff information.

- Contact customers in order to obtain or relay account information.
- Estimate market value of products or services.
- Keep records of invoices and support documents.
- Operate typing, adding, calculating, and billing machines.
- Perform bookkeeping work, including posting data and keeping other records concerning costs of goods and services and the shipment of goods.
- Prepare itemized statements, bills, or invoices; and record amounts due for items purchased or services rendered.
- Resolve discrepancies in accounting records.
- Review compiled data on operating costs and revenues in order to set rates.
- Review documents such as purchase orders, sales tickets, charge slips, or hospital records in order to compute fees and charges due.
- Track accumulated hours and dollar amounts charged to each client job in order to calculate client fees for professional services such as legal and accounting services.
- Type billing documents, shipping labels, credit memorandums, and credit forms, using typewriters or computers.
- Update manuals when rates, rules, or regulations are amended.
- Verify accuracy of billing data and revise any errors.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- compile data for financial reports
- complete patient bills
- compute financial data
- detect discrepancies on records or reports
- ensure correct grammar, punctuation, or spelling
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- maintain account records
- maintain balance sheets
- maintain inventory of office forms
- maintain records, reports, or files
- operate business machines
- prepare billing statements
- prepare cost estimates



- interview job applicants
- maintain administrative services procedures manual
- maintain inventory of office equipment or furniture
- maintain records, reports, or files
- manage building maintenance projects
- manage contracts
- manage contracts
- manage inventories or supplies
- modify work procedures or processes to meet deadlines
- monitor operations to verify conformance to standards
- monitor repairs or maintenance to enforce standards
- negotiate real estate sales or rental contracts
- order or purchase supplies, materials, or equipment
- oversee work progress to verify safety or conformance to standards
- prepare financial reports
- prepare rental or lease agreement
- prepare reports
- prepare reports of property or facility status
- prepare safety reports
- purchase office equipment or furniture
- recommend solutions of administrative problems
- schedule employee work hours
- schedule facility or property maintenance
- use facility management techniques
- use interpersonal communication techniques
- use negotiation techniques
- write administrative procedures services manual

Technology - Examples

Accounting software

- Intuit QuickBooks
- Sage Peachtree
- Sage Software Peachtree software
- Sage Timberline Office software

Charting software

- Microsoft Office Visio

Data base reporting software

- Business Objects Crystal Reports

Data base user interface and query software

- prepare reports
- process account invoices
- reconcile or balance financial records
- resolve customer or public complaints
- use accounting or bookkeeping software
- use accounting terminology
- use computers to enter, access or retrieve data
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- verify data from invoices to ensure accuracy
- write business correspondence

Technology - Examples



- Microsoft Access

Desktop publishing software

- Adobe Systems Adobe PageMaker

- Microsoft Publisher

Document management software

- Adobe Systems Adobe Acrobat software

Electronic mail software

- Email software

- IBM Lotus Notes

- Microsoft Outlook

- Novell GroupWise

Enterprise resource planning ERP software

- Oracle PeopleSoft

Human resources software

- ADP Enterprise HRMS

Internet browser software

- Microsoft Internet Explorer

- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- Microsoft Project

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word

Tools - Examples

- 10-key calculators

- Desktop computers

- Laptop computers

- Personal computers

- Personal digital assistants PDA

- Photocopying equipment

- Scanners



- Multi-line telephone systems

- Tablet computers

Labor Market Comparison

| Description | Administrative Services Managers | Billing, Cost, and Rate Clerks | Difference |
|---------------------------------------|----------------------------------|--------------------------------|------------|
| Median Wage | \$ 56,630 | \$ 27,580 | \$(29,050) |
| 10th Percentile Wage | \$ 35,200 | \$ 20,390 | \$(14,810) |
| 25th Percentile Wage | N/A | N/A | N/A |
| 75th Percentile Wage | \$ 73,310 | \$ 31,490 | \$(41,820) |
| 90th Percentile Wage | \$ 93,540 | \$ 36,570 | \$(56,970) |
| Mean Wage | \$ 60,800 | \$ 27,790 | \$(33,010) |
| Total Employment - 2007 | 1,090 | 1,990 | 900 |
| Employment Base - 2006 | 1,097 | 2,045 | 948 |
| Projected Employment - 2016 | 1,151 | 2,066 | 915 |
| Projected Job Growth - 2006-2016 | 4.9 % | 1.0 % | -3.9 % |
| Projected Annual Openings - 2006-2016 | 34 | 28 | -6 |

National Job Posting Trends

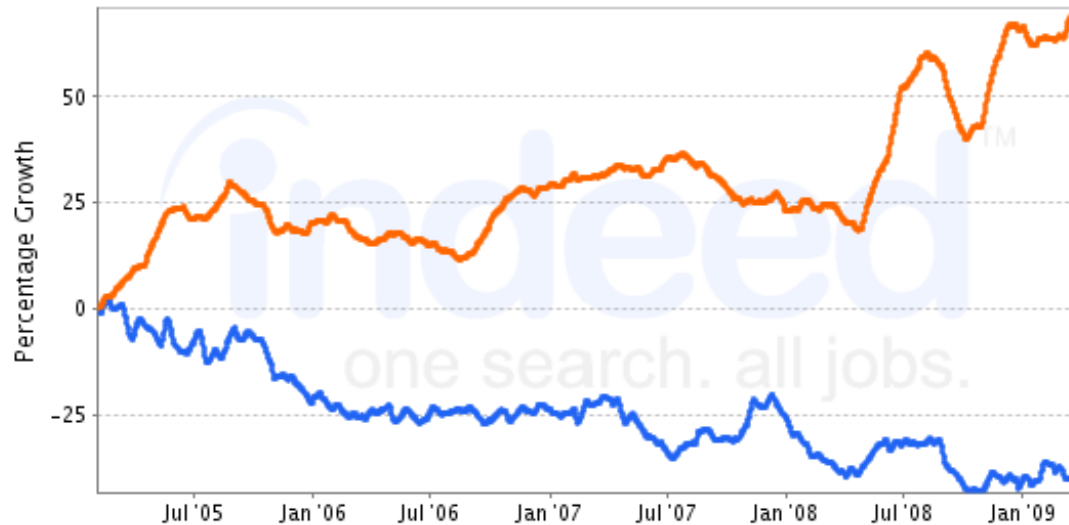
Trend for Administrative Services Managers

Trend for
Billing,
Cost, and
Rate Clerks



Job Trends from Indeed.com

— Administrative Services Manager — Rate Clerk



Data from [Indeed](http://Indeed.com)

Recommended Programs

Accounting Technician

Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.

| Institution | Address | City | URL |
|-----------------------------------|----------------|--------------|--|
| Central Maine Community College | 1250 Turner St | Auburn | www.cmcc.edu |
| Kennebec Valley Community College | 92 Western Ave | Fairfield | www.kvcc.me.edu |
| University of Maine at Machias | 9 O'Brien Ave | Machias | www.umm.maine.edu |
| Northern Maine Community College | 33 Edgemont Dr | Presque Isle | www.nmcc.edu |

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

| Institution | Address | City | URL |
|----------------------------------|----------------|--------------|--|
| Northern Maine Community College | 33 Edgemont Dr | Presque Isle | www.nmcc.edu |

Maine Statewide Promotion Opportunities for Administrative Services Managers

| O*NET Code | Title | Grand TORQ | Job Zone | Employment | Median Wage | Difference | Growth | Annual Job Openings |
|------------|-------|------------|----------|------------|-------------|------------|--------|---------------------|
|------------|-------|------------|----------|------------|-------------|------------|--------|---------------------|



| | | | | | | | | |
|------------|--|-----|---|-------|-------------|-------------|-----|----|
| 11-3011.00 | Administrative Services Managers | 100 | 4 | 1,090 | \$56,630.00 | \$0.00 | 5% | 34 |
| 11-3041.00 | Compensation and Benefits Managers | 90 | 3 | 200 | \$68,560.00 | \$11,930.00 | 2% | 5 |
| 11-3031.02 | Financial Managers, Branch or Department | 89 | 4 | 2,440 | \$67,670.00 | \$11,040.00 | 7% | 58 |
| 41-3031.02 | Sales Agents, Financial Services | 89 | 4 | 0 | \$65,230.00 | \$8,600.00 | 5% | 33 |
| 11-3042.00 | Training and Development Managers | 89 | 4 | 140 | \$66,670.00 | \$10,040.00 | 7% | 4 |
| 41-3031.01 | Sales Agents, Securities and Commodities | 88 | 4 | 0 | \$65,230.00 | \$8,600.00 | 5% | 33 |
| 11-2031.00 | Public Relations Managers | 87 | 4 | 290 | \$71,020.00 | \$14,390.00 | 9% | 10 |
| 13-2052.00 | Personal Financial Advisors | 87 | 3 | 360 | \$94,100.00 | \$37,470.00 | 10% | 13 |
| 11-3071.01 | Transportation Managers | 87 | 3 | 710 | \$62,270.00 | \$5,640.00 | 5% | 25 |
| 11-2022.00 | Sales Managers | 86 | 4 | 1,310 | \$72,720.00 | \$16,090.00 | 3% | 32 |
| 11-3071.02 | Storage and Distribution Managers | 86 | 3 | 710 | \$62,270.00 | \$5,640.00 | 5% | 25 |
| 41-9021.00 | Real Estate Brokers | 86 | 3 | 320 | \$61,300.00 | \$4,670.00 | -1% | 22 |
| 11-3031.01 | Treasurers and Controllers | 85 | 5 | 2,440 | \$67,670.00 | \$11,040.00 | 7% | 58 |
| 11-9033.00 | Education Administrators, Postsecondary | 85 | 5 | 600 | \$58,090.00 | \$1,460.00 | 7% | 21 |
| 13-2031.00 | Budget Analysts | 85 | 4 | 170 | \$57,290.00 | \$660.00 | 3% | 5 |

Top Industries for Billing, Cost, and Rate Clerks

| Industry | NAICS | % in Industry | Employment | Projected Employment | % Change |
|--|--------|---------------|------------|----------------------|----------|
| Offices of physicians | 621100 | 17.01% | 92,153 | 104,488 | 13.39% |
| General medical and surgical hospitals, public and private | 622100 | 7.79% | 42,214 | 42,062 | -0.36% |
| Accounting, tax preparation, bookkeeping, and payroll services | 541200 | 5.93% | 32,120 | 34,285 | 6.74% |
| Management of companies and enterprises | 551100 | 3.94% | 21,323 | 22,123 | 3.75% |
| Local government, excluding education and hospitals | 939300 | 2.88% | 15,598 | 15,770 | 1.10% |



| | | | | | |
|---|--------|-------|-------|--------|--------|
| Offices of dentists | 621200 | 1.79% | 9,712 | 10,372 | 6.80% |
| Depository credit intermediation | 522100 | 1.73% | 9,371 | 8,599 | -8.24% |
| Employment services | 561300 | 1.57% | 8,524 | 9,710 | 13.91% |
| General freight trucking | 484100 | 1.53% | 8,265 | 8,413 | 1.80% |
| Automobile dealers | 441100 | 1.53% | 8,304 | 8,478 | 2.10% |
| Office administrative services | 561100 | 1.50% | 8,120 | 9,266 | 14.11% |
| Legal services | 541100 | 1.32% | 7,148 | 7,066 | -1.15% |
| Professional and commercial equipment and supplies merchant wholesalers | 423400 | 1.27% | 6,896 | 7,235 | 4.91% |
| Self-employed workers, primary job | 000601 | 1.26% | 6,802 | 6,522 | -4.12% |
| Home health care services | 621600 | 1.24% | 6,701 | 9,348 | 39.49% |

Top Industries for Administrative Services Managers

| Industry | NAICS | % in Industry | Employment | Projected Employment | % Change |
|--|--------|---------------|------------|----------------------|----------|
| Colleges, universities, and professional schools, public and private | 611300 | 8.84% | 21,837 | 23,928 | 9.58% |
| Local government, excluding education and hospitals | 939300 | 6.08% | 15,016 | 16,523 | 10.03% |
| State government, excluding education and hospitals | 929200 | 5.49% | 13,578 | 13,051 | -3.89% |
| Management of companies and enterprises | 551100 | 5.24% | 12,941 | 14,612 | 12.91% |
| General medical and surgical hospitals, public and private | 622100 | 4.57% | 11,303 | 12,257 | 8.44% |
| Elementary and secondary schools, public and private | 611100 | 3.83% | 9,459 | 9,763 | 3.22% |
| Depository credit intermediation | 522100 | 2.17% | 5,370 | 5,362 | -0.14% |
| Offices of physicians | 621100 | 1.88% | 4,657 | 5,747 | 23.40% |
| Federal government, excluding postal service | 919999 | 1.67% | 4,128 | 3,822 | -7.41% |
| Employment services | 561300 | 1.57% | 3,871 | 4,799 | 23.97% |
| Office administrative services | 561100 | 1.56% | 3,854 | 4,786 | 24.19% |
| Management, scientific, and technical consulting services | 541600 | 1.44% | 3,565 | 6,233 | 74.86% |
| Computer systems design and related services | 541500 | 1.35% | 3,343 | 4,421 | 32.25% |
| Junior colleges, public and private | 611200 | 1.26% | 3,108 | 3,364 | 8.23% |
| Religious organizations | 813100 | 1.25% | 3,098 | 3,641 | 17.54% |